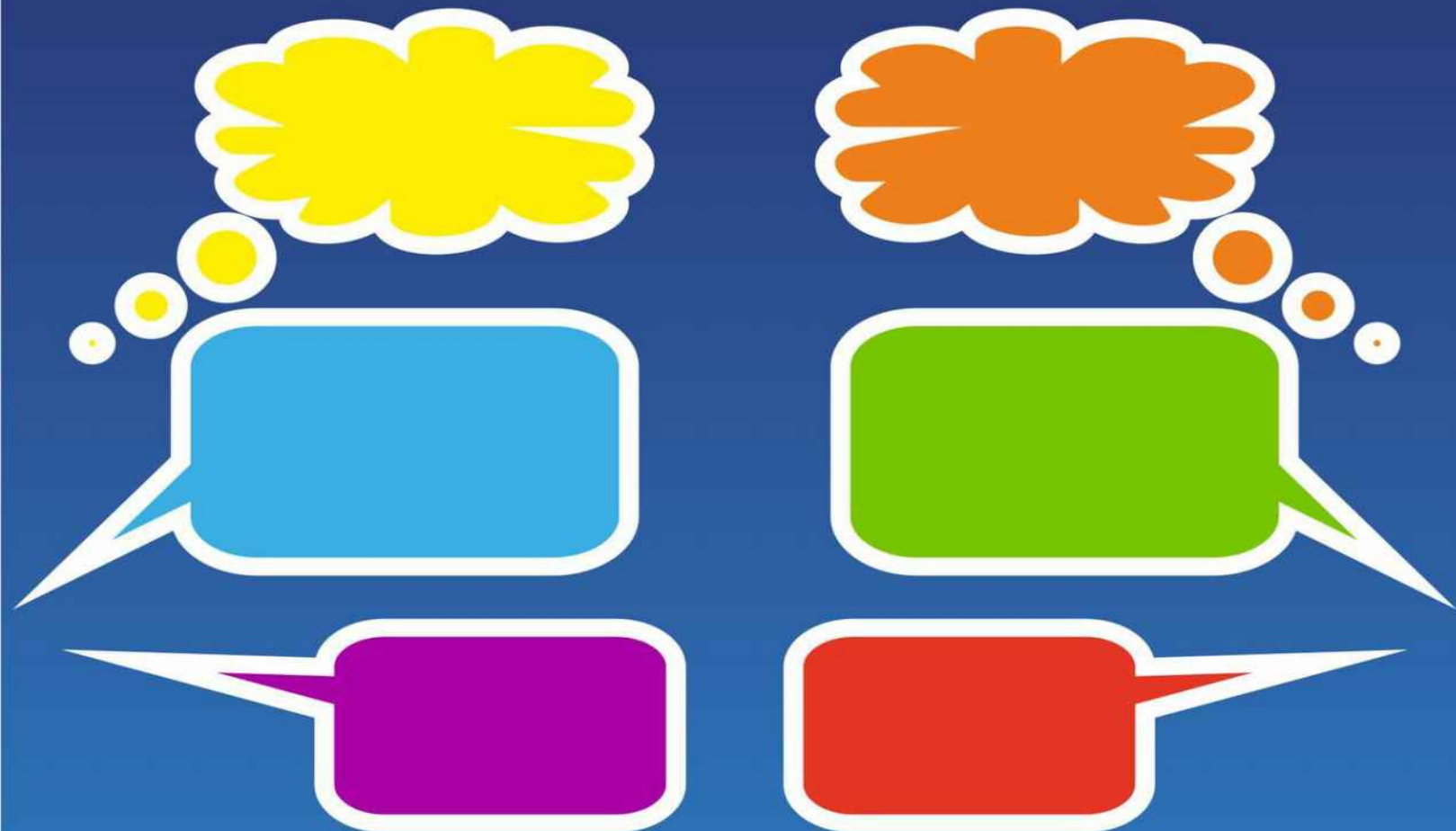


ADVANCED ENGLISH CONVERSATIONS

BOOK 1

Speak like a Native Speaker



Kanchan Suyash

ADVANCED ENGLISH CONVERSATIONS

SPEAK LIKE A NATIVE SPEAKER

KANCHAN SUYASH

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Contents

[Title Page](#)

[Copyright](#)

[Conversation 1](#)

[Conversation 2](#)

[Conversation 3](#)

[Conversation 4](#)

[Conversation 5](#)

[Convresation 6](#)

[Conversation 7](#)

[Conversation 8](#)

[Conversation 9](#)

[Conversation 10](#)

[Conversation 11](#)

[Conversation 12](#)

[Conversation 13](#)

[Conversation 14](#)

[Conversation 15](#)

[Conversation 16](#)

[Conversation 17](#)

[Conservation 18](#)

[Conversation 19](#)

[Conversation 20](#)

Conversation 1

This is a conversation between a parent who wants to her daughter in a child care centre and the Director the centre.

Director: Good morning. My name is Bob Ferguson. And I'm the director of Scott Child Care Center.

Parent: Good morning. I'm Sally Ann Cullen. I made an appointment to enroll my daughter.

Director: That's right. I've got the application form right here. Now, first I need some personal details. So the family name is Cullen. Is that right?

Parent: That's right.

Director: Now what about your daughter? What does she like to be called?

Parent: Oh, her name is Alexandra but we'll just call her Alex. A-L-E-X.

Director: Looks great. As you know, we organize the children into different age groups. There's the baby's group, the toddler's aged 2 to 3 and the preschoolers. They're aged 4 to 5. How old is your daughter?

Parent: Well, she'd go into the toddler group. She's just turned 3.

Director: And we always like to make a note of our children's birthdays, so we can celebrate it all together. If they're at the center on that day. When was she born?

Parent: Oh the 8th of November.

Director: Fine and we also find it a great help to know about siblings. Sometimes a problem at the center can be related to problems with a sibling. Does she have any brothers or sisters?

Parent: Yes, a brother, Fraser. He's two years older.

Director: So that would make him five. Is that right?

Parent: Yes, that's right.

Director: Fine. Now, we also need a contact address. Where do you live?

Parent: It's a hundred and eight, Park Road. That's P-A-R-K, Maidstone.

Director: Now, last of all, we need a telephone number we can call if there are any problems.

Parent: Oh, well, I'll be at work and so my husband. So the best number to call is 3467 double- 890.

Director: Right? And is that a close relative?

Parent: Yes. It's my mother-in-law's number.

Director: We prefer to make a note of how the person is related to the child. So I'll write down, grandmother.

Parent: Yes. That makes more sense.

Director: That's all of the personal details. We also like to try and get a picture of your child's personal development. Can you tell me if there are any specific problems she's having. For example, does she get on well with other children? Is sleeping a problem?

Parent: Yes, she gets on well with others I think, but she does have trouble sleeping. We gave up her daytime nap, a long time ago.

Director: That's good to know. I'll make a note of that. She can just have some quiet time while the others are resting if she likes.

Parent: That should be fine. She enjoys drawing quietly.

Director: Right. Now, what about other skills? We occasionally take the children swimming fully supervised, of course, and we only go in a paddling pool as we don't expect them to swim by themselves, yet. Does your daughter need a lot of help getting changed?

Parent: No, not at all. In fact, she's been able to get dressed in the mornings for over a year now. So no problems there.

Director: That must be a big help for you. Now. What about the child care arrangements? Are there any specific days you require?

Parent: Well, I work Monday to Wednesday, but my mother-in-law has agreed to look after her on Wednesdays.

Director: So does that mean that you just need Monday and Tuesday for now?

Parent: That's right.

Director: And what about the pickup time? We offer extended hours for parents who work a great distance away.

Parent: I work until three o'clock, but it takes me about half an hour to drive home. So ideally I'd like to pick her up at four, if that's okay.

Director: That would be fine. Now. Is there any other information?

Conversation 2

An interview conversation between a banker and a customer.

Customer: Hi, can I open a bank account, please?

Banker: Sure, come on in. Make yourself at home. I'll just get some details for you. It won't take long.

Customer: Okay, right.

Banker: What kind of account do you want?

Customer: A deposit account.

Banker: Okay. I've got the application form here, then. Have a look at this leaflet. We have several types.

Customer: I've decided on the one called classic.

Banker: Good! That's fine. Can I have your full name, please?

Customer: Yes, it's Jonathan Fox. That's J-O-N-A-T-H-A-N.

Banker: Alright, thank you. And what's your date of birth, please?

Customer: The 21st of January 1970.

Banker: Right. Do you have another bank account in the UK?

Customer: No, not yet. This is the first one.

Banker: Okay, fine. And what is your address in the UK, Sir?

Customer: 10, Island House, South key.

Banker: That's East London, isn't it?

Customer: Yes.

Banker: Nick Canary Wharf, right?

Customer: Yes. That's right.

Banker: How long have you been at your current address?

Customer: Aah! Just around one month actually.

Banker: Okay, that's fine. Can I ask for previous address?

Customer: Sure. It's flat 3, Canada house, Queen Street.

Banker: Is that all?

Customer: Yes.

Banker: That's Edinburgh, isn't it?

Customer: Yes.

Banker: Edinburgh. Okay. Thank you. Do you have a daytime telephone or mobile phone number?

Customer: Yes. I think the number of my office. It's zero two zero seven, two three five, six seven three five. Would you like my home phone number too?

Banker: Yes, please.

Customer: It's 02046751222.

Banker: Lovely!

Banker: Right. What do you do for a living, in the UK, sir?

Customer: I am working at an English Language School in central London as a tutor. It's my main job.

Banker: Okay. Now we usually ask for a piece of information for checking your identity, for security reasons if you phone us.

Customer: Sure

Banker: What name is your mother's first name? Because it's less likely to be known.

Customer: Okay, it's Monica.

Banker: Thank you.

Customer: Yes, M-O-N-I-C-A. It's Russian.

Banker: Okay, good. And how much would you like to open your account with?

Customer: I've only brought one thousand pounds.

Banker: Okay, fine. How often would you like to receive bank statements?

Customer: I won't be needing bank statements. What about an online banking service?

Banker: Okay, just a moment, please. Can I check in the box on the screen?

Customer: Sure. I was also wondering about a mortgage service.

Banker: Sure. Can you just wait a moment? I'll introduce you to a mortgage marketing manager.

Customer: Thank you.

Conversation 3

A telephone conversation between two friends called Julie and Nick, about cheap accommodation in the city of Darwin, Australia.

Julie: Hi Nick! It's Julie. Have you managed to find any information about accommodation in Darwin?

Nick: Hi, I was just going to call you. I found some on the internet. There were quite a few hostels for backpackers there. The first possibility I found was a hostel called "Top-end Backpackers".

Julie: Okay.

Nick: It's pretty cheap. You can get a bed in a dormitory for \$19 per person. Private rooms cost a bit more, but we'll be okay in dormitories, won't we?

Julie: Sure.

Nick: So that hostel has parking, though that doesn't really matter to us, as we'll be using public transport.

Julie: Yeah. Are there any reviews on the website from people who have been there?

Nick: Well, yes, they aren't all that good, though. Some people said they didn't like the staff. They had an unfriendly attitude.

Julie: mmm....That's quite unusual in a hostel. Usually all the staff are really welcoming.

Nick: That's what I thought. People said they liked the pool and the fact that the rooms had air conditioning, but the problem with that was that it was very noisy. So they were kept awake but it was too hot, if they turned it off. So they had to put up with it.

Julie: Someone told me there's another hostile called Gumtree, something.

Nick: Gumtree Lodge. It costs a bit more \$45 a person.

Julie: What?

Nick: Oh, no! That's for private rooms. It's 23 50 for the dorms.

Julie: That's more like it.

Nick: It looks to be in quite a good location. A bit out of town and quiet but with good transport and quite near a beach.

Julie: Has it got a pool?

Nick: Yes and its own gardens. The reviews for that one are mostly okay except for one person who said they couldn't sleep because there were insects flying around in the dormitories.

Julie: Not for me then and I'd rather be somewhere central really!

Nick: Right. There's a place called Kangaroo Lodge. They've got dorms at \$22 and it's downtown near all the restaurants and clubs and everything. So that should suit you and it doesn't close at night.

Julie: So there's always someone on reception. That sounds good.

Nick: The only criticism I saw was that the rooms were a bit messy and untidy because people just left their clothes and stuff all over the beds and the floor.

Julie: Don't hostels usually have lockers in the bedrooms, where you can leave your stuff?

Nick: Yeah, they do usually. But apparently, they don't here. Still hostels are never particularly tidy places. So that doesn't bother me and the same person said that the standard of cleanliness was pretty good and especially the bathrooms. They were excellent as far that went.

Julie: Right. Yeah, I reckon kangaroo Lodge sounds the best.

Nick: Me too! Quite a lot of people reviewing it said it was really fun there, like every night everyone's staying there got together and ended up having a party. So it sounds like it's got a really good atmosphere.

Julie: Okay, let's go for that one.

Julie: Did you get the address of kangaroo Lodge?

Nick: Yes, it's on Shadforth lane.

Julie: Can you spell that?

Nick: S-H-A-D-F-O-R-T-H. It's near the transit center where the intercity buses and the airport buses drop you off.

Julie: cool! I'm really looking forward to this. I've never stayed in a hostel before. Do they provide bed linen, sheets and things?

Nick: Yeah. And you can usually either bring your own towel or hire one there, but they don't usually provide those for free.

Julie: Okay? And what happens about meals?

Nick: Well, you don't have to pay extra for breakfast. It varies a lot in different places, but generally it's okay and there's usually a cafe where you can buy a snack or a hot meal for lunch. But actually, if you're really traveling on the cheap, usually for every five or six rooms, there's a kitchen

where you can knock up a snack and that saves a lot of money.

Julie: Great. Right. Well, shall I go ahead and book that?

Conversation 4

A telephone conversation between the organizer of a short story competition and someone who wishes to take part in the competition.

Organiser: Good morning, Dave speaking.

Interested candidate: Oh, hi, I'm phoning about a short story competition and I saw an advert in a magazine and I was just calling to get some details.

Organiser: Yes. Certainly. I'm the competition organizer. So I should be able to help. What kind of details are you looking for?

Interested candidate: Well, does it cost anything to enter?

Organiser: Yes, there's an entry fee of five pounds.

Interested candidate: Okay, that should be fine.

Organiser: It's a short story competition. So how many words is that?

Interested candidate: Well, we want to give people a reasonable amount of freedom, but the guidelines are around three thousand words.

Interested candidate: Oh, That sounds quite a lot.

Organiser: Well, it's not as much as it used to be. We did have a limit of five thousand words, but some people thought that was too many. So this year we've reduced it.

Interested candidate: Right. And does the story need to be about anything in particular?

Organiser: No, you can write about any topic you like but the main point of the competition is that it has to have a surprise ending.

Interested candidate: Oh, I see! That sounds interesting. I don't think I've ever written a story like that before.

Organiser: Yes. It's something we've introduced for this year's competition.

Interested candidate: Right. I'm 18. Is there any age limit?

Organiser: Yes, you need to be 16 or over. So if you're 18, that's fine.

Interested candidate: Great. So you have the competition once a year. Is that right?

Organiser: Yes, we start advertising in January and the competition takes up a lot of the year. We give people a few months to write their story and

then it takes quite a long time to judge all the entries and to announce the winners.

Interested candidate: I see. So when is the closing date for the competition? It's already April. I hope I'm not too late.

Organiser: No, you've still got plenty of time. You need to submit your entry by the 1st of August. After that, it will be too late. Although, you can always enter next year's competition.

Interested candidate: Okay, good. So, how do I enter?

Organiser: Well, we have a website and the best way to enter is to complete the entry form online. We also have more details of the competition on the site. Shall I give you the web address?

Interested candidate: Yes, please.

Organiser: Okay, it's `www dot comp4ss dot com`. And that's the number four not the word four.

Interested candidate: Ok. Thanks! I've got that. So I can complete the entry form online. But how do I send the story? Do I print it out and send it to you?

Organiser: Well, you may want to print the story out, so you can review it. But don't post it to us. When you've finished your story, you will need to email it to us. The email address is on the website, I gave you.

Interested candidate: Okay. That's fine.

Interested candidate: Can you tell me a bit about how the competition is judged and what the prizes are?

Organiser: Yes, of course. Well, once we have all the entries, I send them to all the judges. Our competition is quite popular. So we are lucky to be able to use famous authors who are very interested in the competition.

Interested candidate: That's fantastic. It's great to know that someone famous will be reading my story.

Organiser: Yes. That's right. It takes them quite a while to read through the entries, but eventually they decide on the top 5 stories.

Interested candidate: I see and what happens then?

Organiser: Well, they will be published online. So everyone can read them. They will not be in any order at this point. They will just be the five stories that the judges think are the best.

Interested candidate: And do all the top five stories get prizes?

Organiser: No, it's just the top story and the runner-up.

Interested candidate: So how is the top story decided?

Organiser: Well, once the top five stories are available, it will be the public who will vote for their favourite story.

Interested candidate: Right. I see. So I need to get all my friends to vote for me then?

Organiser: Yes, that's a good idea.

Interested candidate: And what is the price?

Organiser: Well, the runner-up gets a prize of 300 pounds, but the winner gets a trip to Spain to attend a workshop for writers.

Interested candidate: Wow! That's brilliant. I'd better get writing straight away.

Organiser: Yes. Good luck.

Interested candidate: Thanks.

Conversation 5

Two teachers discussing arrangements for a goodbye party for a colleague.

Teacher1: Hi, Tony! Thanks ever so much for coming. You know, we've been asked to organize something for John's farewell.

Tony(Teacher 2): Yeah sure. It's about time we started working out details

Teacher1: Exactly. We don't want to leave it so late that it's double the work.

Tony(Teacher 2): Mmm, right. Do you want me to take notes?

Teacher1: That'd be great. Thanks.

Tony(Teacher 2): Right. First thing is when is the best time to hold it?

Teacher1: Well, he leaves on the 24th of December.

Tony(Teacher 2): So what about the 22nd?

Teacher1: Yeah, I think that's about right. We want it quite near the time. Don't we?

Tony(Teacher 2): Sure and what about a venue: In college; a hotel?

Teacher1: I think a hotel will probably work out rather expensive and I've been looking at the college dining room. That seems pretty reasonable.

Tony(Teacher 2): Fine. Yeah, why not?

Teacher1: And then we ought to be thinking about invitations. who mustn't we forget to advert.

Tony(Teacher 2): Well, obviously John and his wife.

Teacher1: Right!

Tony(Teacher 2): And the director, the office staff.

Teacher1: Yep, and all the teachers and all the students.

Tony(Teacher 2): Anyone else?

Teacher1: Faculty heads?

Tony(Teacher 2): No better draw the line. I don't think it's necessary.

Teacher1: Yeah, you're right.

Tony(Teacher 2): I don't mind riding the invitations. When shall we get them out for?

Teacher1: Enough time, but not too early. What about the 15th of December?

Tony(Teacher 2): Well, there are exams on 16th. Better avoid them.

Teacher1: 10th?

Tony(Teacher 2): Yeah, that should do it.

Teacher1: So what did we leave? Soyes.. A present!

Tony(Teacher 2): Would you mind doing that?

Teacher1: No. Not at all. We usually go around with an envelope during coffee break. Don't we?

Tony(Teacher 2): Yeah. A coffee break is always the best time because people have got their money handy.

Teacher1: Hahaha!! Exactly! And do we suggest an amount or does it seem a bit unfair?

Tony(Teacher 2): No. I think people welcome it. We suggested \$6 last time. Is that okay?

Teacher1: Yeah. Plenty I would have thought, which should leave us with about \$90.

Tony(Teacher 2): Hmmm... Have you any ideas for presents?

Teacher1: Well..I have been having a little think. I thought uh! You know! He loves music!

Tony(Teacher 2): Yeah! And books.

Teacher1: So I thought I would check on prices for ..well... perhaps CD players?

Tony(Teacher 2): Yeah. That's a good idea. And also I thought maybe, you know a set of dictionaries. I heard him saying he needed a good one.

Teacher1: The other thing he was saying last week was that his computer printer had broken.

Tony(Teacher 2): Aah! No. I would be really frightened about getting the wrong type.

Teacher1: Okay.

Tony(Teacher 2): The other thing is something for the home. Joe suggested a coffee maker.

Teacher1: Oh! Yeah! Aah!, certainly find out what they cost? Okay..Have you got to write down?

Tony(Teacher 2): Yes.

Teacher1: Now... we need to think a little more about the money. I know we've got a said amount from the social fund.

Tony(Teacher 2): What does that cover?

Teacher1: It meant to cover the cost of the room.

Tony(Teacher 2): Yeah.

Teacher1: And a certain amount of a food.

Tony(Teacher 2): And also drinks?

Teacher1: Oh! Yes ! certainly!

Tony(Teacher 2): Will it be enough?

Teacher1: What we've done in the past is to ask guests to bring some snacks.

Tony(Teacher 2): Right.

Teacher1: We don't ask them to bring more drinks because we figure that's ...that should come from the social fund.

Tony(Teacher 2): Okay ! Anything else for the guests to bring?

Teacher1: Well! Of some music. Because there will be a tape decker in the room and we can have some dancing later on.

Tony(Teacher 2): Anything else?

Teacher1: Well... It's just a thought. But a couple of years ago, we had a really good party where we set it up .. you know .. some simple games.

Tony(Teacher 2): Yeah.great. Wasn't it based on photos from the teachers and students?

Teacher1: That's right!

Tony(Teacher 2): So we should ask the guests to bring photos? Okay . I will put it on the invitation.

Teacher1: Now the last thing is .. who shall we ask to do the speech?

Tony(Teacher 2): Don't you think it might be nice to have one of the students?

Teacher1: Well..... Then the student leader.

Tony(Teacher 2): Yeah. Much better than the Director giving speeches again.

Teacher1: Ok! Then I will ask her. Hmmm.. lovely! So, Is that all?

Tony(Teacher 2): Looks like it!

Teacher1: Great!

Convresation 6

A woman phoning a friend to get information about a job agency.

Amber: Hello William! This is Amber. You said to phone if I wanted to get more information about the job agency you mentioned. Is now a good time?

William: Hi Amber. Yes fine. So the agency I was talking about is called Bankside. They are based in Docklands. I can tell you the address now. 497, East Side.

Amber: Okay. Thanks. So is there anyone in particular I should speak to there?

William: The agent I always deal with is called Becky Jamieson.

Amber: Let me write that down. Becky....

William: Jamieson, J-A-M-I-E-S-O-N.

Amber: Do you have a direct line?

William: Yes. It's in my contacts somewhere. Right. Here, we are. 07866510333. I wouldn't call her until the afternoon, if I were you. She's always really busy in the morning trying to fill last-minute vacancies. She is really helpful and friendly. So I'm sure it would be worth getting in touch with her for an informal chat.

Amber: It's mainly clerical and admin jobs they do it. Isn't it?

William: That's right. I know you're hoping to find a full-time job in the media eventually. But Becky mostly recruits temporary staff for the finance sector, which will look good on your CV and generally pays better too.

Amber: Yeah. I'm just a bit worried because I don't have much office experience.

William: That wouldn't worry. They'll probably start you as a receptionist or something like that. So what's important for that kind of job isn't so much having business skills or knowing lots of different computer systems. It's communication that really matters. So you'd be fine there. And you'll pick up office skills really quickly on the job. It's not that complicated.

Amber: Okay good. So how long do people generally need temporary staff for? It would be great if I could get something lasting at least a month.

William: That shouldn't be too difficult. But you're more likely to be

offered something for a week at first, which might get extended. It's unusual to be sent somewhere for just a day or two.

Amber: Right. I've heard the pay isn't too bad. Better than working in a shop or a restaurant.

William: Oh! Yes. Definitely. The hourly rate is about 10 pounds. 11 if you're lucky

Amber: That's pretty good. I was only expecting to get eight or nine pounds an hour.

William: Do you want me to tell you anything about the registration process?

Amber: Yes, please. I know you have to have an interview.

William: The interview usually takes about an hour and you should arrange that about a week in advance.

Amber: I suppose I should dress smartly, if it's for office work. I can probably borrow a suit from mum.

William: Good idea. It's better to look too smart than too casual.

Amber: Will I need to bring copies of my exam certificates or anything like that?

William: No. They don't need to see those. I don't think.

Amber: What about my passport?

William: Oh, yes, they will ask to see that.

Amber: Okay.

William: I wouldn't get stressed about the interview that it's just a chance for them to build relationship with you. So they can try and match you to a job which you'll like. So there are questions about personality that they always ask candidates. Fairly basic ones and they probably won't ask anything too difficult like what your plans are for, the future.

Amber: Hahaha!! Hope not!

William: Anyway, there are lots of benefits to using an agency. For example, the interview will be useful because they'll give you feedback on your performance. So you can improve next time.

Amber: And I'll have access to jobs which aren't advertised.

William: Exactly! Most temporary jobs aren't advertised.

Amber: And I expect finding a temporary job this way takes a lot less time. It's much easier than bringing up individual companies.

William: Yes, indeed. Well, I think I've got.....

Conversation 7

Louise wants to join a video library. This is a conversation between Louise and the owner of the video library.

Louisa: Oh, hello, I'd like to join the video library.

Man: Okay, would you like to fill in the application form now?

Louisa: Yes, I can do it now.

Man: Hold on. Can I get a form, Now I'll just ask you a few questions and then I'll get you to sign at the bottom.

Louisa: Right?

Man: What's your full name ?

Louisa: Louise Cynthia Jones.

Man: Jones?

Louisa: Yes, that's right.

Man: Okay. And what's your address apartment?

Louisa: Apartment 1, 72 Blackstreet Highbridge next street.

Man: Highbridge it's just around the corner, isn't it?

Louisa: Yes.

Man: Okay, so the postcode is 2085, right?

Louisa: Yes, 2085

Man: and your telephone number?I need both home and work

Louisa: Home is 98356712 and work is 94561309. Do you need any ID or anything like that?

Man: Yes. We need your driver's license number, that is if you have one.

Louisa: Yes, I know it off by heart. It's an easy ,2020 BD,do you need to see it?

Man: Yes, I'm afraid I do.

Louisa: Here.

Man: Right? Thanks. And could you tell me your date of birth, please?

Louisa: 25 July 1977

Man: But could I just ask you a few questions for a survey when conducting?

Louisa: Okay

Man: What kind of videos do you prefer to watch a look at this list?

Louisa: Well, I love anything that makes me laugh. I just love to hear jokes and funny punchlines. I'm not very keen on westerns. Although my

father likes them,I'm a real softy. So anything with a bit of a love story is good for me. It doesn't matter how old, not musicals though. They're too much

Man: anything else.

Louisa: I'm completely taken by documentaries of The Great Outdoors, you know the sort, animals plants and Faraway places.I saw a wonderful on Dolphins last week it was amazing now.

Man: I think that's all for me. Except I need you to sign here on the line. Here's a pen.

Oh i nearly forgot the membership fee. Is \$25 refundable if you leave the library for any reason

Louisa: and do I sign here?

Man: Yes, that's it. You can borrow videos now if you like, but your card won't be ready until next week. You can come and pick it up. When you bring your first videos back. That is if you want to take some now.

Louisa: Yes, I'd like to have a look around.

Man: fine.

Conversation 8

A phone conversation between an estate agent and a woman wishing to rent a commendation first.

Man: How can I help you?

Woman: Oh, hello. I'm calling from the UK, my family and moving to Canada early next year and we're hoping to find somewhere to rent in Fairfield for the first six months while we settle in

Man: Right. I see. Well, let's get your details.

Woman: Yes. My name's Jane Rider.

Man: Okay, Jane and can I have a phone number. The best number to get you on.

Woman: Well, that'd probably be our home number. So 0044 for the UK and then it's 208 613 2978.

Man: All right, and an email address, please so we can send you out all the information and forms.

Woman: I think it's best if I give you my husband's email. He's sitting in front of a computer all day so he can print stuff off and get it back to you sooner than I could. It's Richard@visiontech.co.uk I'll just spell the company name for you. That's V I S I O N T E C H.

Man: Great and we have a question here about occupation.

Woman: Richard is an IT specialist for an advertising company. They're transferring him to their Fairfield branch.

Man: Actually just your job for now. Thanks

Woman: Me! I'm a doctor at the hospital in our town.

Man: Okay, I'll put that down. Now, what kind of accommodation are you looking for house apartment

Woman: An apartment, Probably as long as it has two bedrooms, they'll be my husband and our 10 year old son.

Man: And so with an apartment you're less likely to get a garden.

Woman: That's okay.

Man: But what about a garage? Is that something you'll want the apartment to have?

Woman: Yes, that's definitely important.

Man: Okay, just a moment. I'll just make a note of that.

Woman: But before we go on I should probably say now that what we don't need is any furniture because we'll be shipping all that. I don't really want to pay for storage while we're waiting to buy a house.

Man: Not a problem. I'll make a note of that.

Actually though. Just thinking about the kitchen. What can I expect from a rental property? I mean, what kind of equipment is provided?

Man: Well, the normal thing is that you get a stove. That's a cooker in British English.

Woman: Okay good to know. But how about a fridge we will be selling ours before we come so if possible we'd like the apartment to have one for when we arrived.

Man: I can certainly add that to the form if there's any other white where that you need like a dishwasher. For example, there are plenty of stores here that'll arrange delivery on the same day as purchase.

Woman: Thanks. Hopefully we won't need to buy too many things.

Man: Now, how about location? Have you done any Research into the Fairfield Area?

Woman: Not that much so far.

Man: Well, you mentioned you have a boy. I imagine you'd like to be fairly close to a school

Woman: Good idea ! that would help. What's public transport like in Fairfield. Is it easy to get around?

Man: The bus service is pretty comprehensive. There are plenty of local routes Services into the City and out of town.

Woman: Okay, and for a two-bedroom apartment what sort of rent should we expect to pay?

Man: Well looking at the properties we have at the moment prices start from around seven hundred and thirty dollars per month and depending on the area can go up to Two hundred dollars.

Woman: That's too much something halfway would be better.

Man: So would your limit be say 950 dollars.?

Woman: I'd say so yes.

Man: Can I ask if you smoke or if you have any pets.

Woman: No to both questions, but I do have one more request, please.

Man: Yes.

Woman: Well, I've also been offered a job at Victoria General Hospital and I suspect I'll be working nights occasionally. So what I really need from

any apartment is for it to be quiet so I can catch up on sleep if necessary during the day.

Man: Congratulations on the job offer. What I'll do is compile a list of suitable properties for you and send them via email. Can I just ask how did you hear about us? Obviously not from our commercials if you're living in the UK.

Woman: Actually, it was a friend of ours, he spent a few months in Fairfield a couple of years ago and he pointed Us in the direction of your website.

Man: Well, it's good to be recommended. So what...

Conversation 9

A man inquiring about joining a wildlife conservation Society.

Woman: Wildlife conservation Society, Good afternoon. Can I help you?

Man: Hello, Yes, I'd like to join please.

Woman: Oh, yes. Certainly. I just get some details from you. Could I have your name?

Man: Michael Jones.

Woman: Right and can I ask where you heard about us? Was it in an advert or did a friend tell you or ..

Man: Neither actually, it was a radio program then I just got your number from the phone book.

Woman: Oh right and now, I need some membership details. It's Michael Jones and the address ?

Man: 21 Beale Street.

Woman: Okay

Man: Leads

Woman: Fine and do you know your postcode?

Man: Yes, it's LS 142JW.

Woman: Okay, and do you have a daytime telephone number we can contact you on?

Man: Yes, you can call me at work. The number is 0117358642. and I can give you my office email address if you like.

Woman: That'd probably be useful. Yes, please.

Man: It's mj@ Hennings.co.uk

Woman: Is that H E N N I N G S?

Man: That's right.

Woman: Thank you. Now, I just need to ask you some questions about exactly what you want. First of all, how long do you want the membership for we do two, three and five-year memberships. And we also do one for life.

Man: I think I'll just get the minimum length this time around fine.

Woman: And then the type of membership we do single joint or family which covers up to four children.

Man: Well, we haven't got any children, but I think I'll get the joint one because my wife will probably want to do the activities with me.

Woman: Yes fine. Let me see that'll be 49 pounds altogether then please.

Woman: How would you like to pay?

Man: by direct debit.

Woman: No problem. I just need your bank details. Can you give me the name first?

Man: It's the union bank.

Woman: And now I've got your name, but I need your account number

Man: 01059612.

Woman: Okay. When would you like to start payment next month 1st October or

Man: Can you make it to 15th instead?

Woman: No problem. The membership will begin then too. Is that all right?

Man: That's fine.

Woman: I'll just give you a reference number in case there's any problem. Have you got a pen?

Man: Yes.

Woman: It's JYZ 37 and we'll be sending you an information pack within a few days. Is there anything else?

Man: Oh, yes. Could you send me an additional one? I've got a friend who's very interested.

Woman: Certainly, no problem. I'll make a note of that. There's also a video we can send you if you like. There's no charge.

Man: Yes, please. That'll be great.

Conversation 10

A man called David asking for information about how to place an advertisement for selling his laptop and other items first.

Debbie: Hi, I'm Debbie. How can I help ?

David: hi, my name is David. I'm just looking to place an advertisement on the main Union notice board to sell a laptop and a few accessories if that's possible.

Debbie: Sure. That's not a problem. I take it you are a member of the Student Union

David: Yes. I am

Debbie: right then. I'll just get a form up and as there is no one around and it looks as if it's going to be quiet for a while, I'll just type the details straight into the computer for you.

David: thanks very much.

Debbie: No problem. Shall we just title it laptop for sale.

David: Yeah. Okay.

Debbie: Can you describe it generally?

David: Well, it is in very good condition. In fact, it's hardly been used.

Debbie: Why are you selling it? If I may ask?

David: Well, I've got another one which is much lighter and I don't really need to.

Debbie: I see what weight is the one you are selling.

David: It is 3.5 kilograms.

Debbie: That is heavy these days. Can you give more details about the one you want to sell?

David: Right, Well, it is an Allegro and it's got all the latest programs.

Debbie: Okay. What about the memory

David: The memory is only 0.5 gigabytes.

Debbie: And what about the screen size and the other features?

David: Well screen is let's see it is 37.5 centimeters with a standard size keyboard and a touchpad but I've got a cordless mouse that I can put in with it if necessary, some people don't like using a touchpad.

Debbie: What about ports or holes for attaching things to the laptop?

David: It's got two ports.

Debbie: Mmm more modern laptops have more than two ports for all the extra attachments.

David: They do, let's see what else is important. Oh, yeah, the battery lasts for two and a half hours, which is okay. But not enough for train Journeys, but one thing is that it's not wireless,

Debbie: right? Okay, not wireless.

Debbie: Anything else I can put on the advertisement.

David: There's a webcam built at the top of the screen and I can throw in a printer, a scanner and headphones which I got with it in a special deal. It also comes with its own case for carrying it around, actually the case is quite smart. I'm hoping these things will help it sell.

Debbie: They should do it right. I think I've got all that. How much do you want for it?

David: That I am not sure about it's about 900 pounds to a thousand pounds new.

Debbie: Yeah, but you won't get that much if it's used and even if it's in good condition.

David: What about 500 pounds?

Debbie: I doubt if you get as much as that more like 200 pounds or 300 pounds, if you look at the notice board, there is one on there which is comparable to yours and it's not more than about 250 pounds. I think.

David: as little as that.

Debbie: I'm afraid. So shall we say 300 pounds.

David: okay, put that.

Debbie: Can I take some contact details for the advert?

David: The name's David Bristow

Debbie: B R I S T O W

David: Yes, that's it and mobile or email?

Debbie: Both if you want.

David: that's 09875423387 .

Debbie: That's it. If you send the picture, I'll add it and print it out and stick it up for you.

David: Okay, I can get that to you today.

Debbie: Right, I'll type in here ,advert placed the 22nd of October. Fine and good luck for the sale.

David: Thanks.

Conversation 11

A man who has just retired telephoning a part-time Society to ask about membership and activities.

Receptionist: Hello, this is the latent Society. How can I help?

Man: Oh, hello. I'm just phoning you because I'm interested in becoming a member of your society, and I was wondering if you could give me some more information.

Receptionist: Hello, this is the latent Society. How can I help?

Man: Oh, hello. I'm just phoning you because I'm interested in becoming a member of your society, and I was wondering if you could give me some more information.

Receptionist: Of course, what would you like to know?

Man: Well, first of all, I'd like to know where you hold the club meetings as I'm not very mobile anymore and I'm looking for somewhere that's within walking distance of my house. Are you still down at the old Boathouse?

Receptionist: No, we moved away from there a while ago. Meetings are held at the clubhouse.

Man: Oh brilliant. That's only five minutes for me. Do you require members to have any skills or experience?

Receptionist: No, there was no experience required. We have plenty of female singers and actresses, but we don't have many men who can play the male roles. We are looking to resolve this and are especially interested in recruiting male actors and singers.

Man: I've never sung professionally, but I'm very keen on it and I've been told that I'm talented so I think this would be a good fit. Do you organize coaches to transport members to practice at the theatre?

Receptionist: Unfortunately, the club does not have sufficient funds to organize transportation. Though, this is something we are working towards. We are currently looking for members who can drive so that we can organize car-sharing. Members who are able to shuttle people in their cars will obviously be compensated for their petrol usage.

Man: I don't drive but I'll be happy to contribute some money in order to use the shuttle services.

Receptionist: Yeah. That is no problem. Are you aware of when the

meetings take place?

Man: No, I couldn't find the meeting times on your website.

Receptionists: We hold meetings from 6 to 8 p.m. every Tuesday.

Man: Oh, that's lucky! I go to a debating Club every Wednesday. So, I'm glad that it's on a different night so I can attend both. Do you operate year-round?

Receptionist: We used to close during December for the Christmas period but we found that a lot of members wanted to continue their practices during this time. We operate for most of the year, but we do however close for August because the weather gets so hot that we are unable to practice comfortably. This may change when we have enough funds to operate the air conditioning.

Man: Okay. I also wanted to ask how much the membership fee is and what is included with it?

Receptionist: Our membership fee is inexpensive and it includes many benefits that certainly make the costs worth it. For example, we hold an annual event where members can meet each other and converse about topics that they have in common. We find that this is very popular as the dinner is truly superb and included with your membership fee.

Man: Wow, that sounds great. And how much does membership cost?

Receptionist: We have a couple of membership rates depending on your age and situation. For employed members under the age of 30, the fee is 40 pounds while it cost 60 pounds for members aged between 30 and 60. Which of these categories do you fit into?

Man: I don't fit into either of those. I'm 65 years old and retired. So, I'm no longer employed.

Receptionist: That's no problem at all. You qualify for the lowest price membership fee of 25 pounds which applies to those who are either unemployed or retired.

Man: Wow, that's really affordable. I was thinking of bringing my grandson along to some of the practices. So, what would the membership cost for him? He's 14.

Receptionist: I'm afraid that the club is for adults only that is to say we don't allow members who are aged 16 and under. He is welcome to join in two years' time though.

Man: Oh, that's a shame. I guess I can wait and buy him a membership for his birthday. A present.

Receptionist: Yes. What a good idea.

Man: I was hoping I could bring him with me. So I have someone there to talk to I'm worried that I won't have anything in common with the other members.

Receptionist: I'm sure you'll fit in just fine. All our members are very friendly and interested in culture and music. Most of the people involved are budding authors has looking for new experiences to write about in their books. You could read some of their books. So you have something to discuss with them. That's a good suggestion.

Man: Definitely do that. I'm really looking forward to attending the annual dinner so I can meet new people and hopefully make some friends.

Receptionist: Absolutely. Everyone has a great night, and it's all for charity as all of the money raised from this event is donated to the children's hospital so they can buy toys and clothes.

Man: Wow. What a great cause well, I will definitely be popping in soon to arrange my membership. Thank you for all of your help.

Receptionist: No problem at all. Goodbye.

Man: Bye.

Conversation 12

Two students Jack and Amy discussing the details of the concerts that they are planning to hold.

Amy: Oh, hi Jack. Thank you for coming to discuss the details of the concert. It's a real help.

Jack: No problem Amy. I'm looking forward to throwing some ideas around. Shall we order coffee before we begin?

Amy: Yes. I'll have a cappuccino please. Right, first on the agenda is deciding who the intended audience is because we'll obviously have to base our choice of music on this.

The thing to do before they start is order coffee.

So 'coffee' has been written in the space. Now we shall begin.

Amy: Oh, hi Jack. Thank you for coming to discuss the details of the concert. It's a real help.

Jack: No problem Amy. I'm looking forward to throwing some ideas around. Shall we order coffee before we begin?

Amy: Yes. I'll have a cappuccino please. Right, first on the agenda is deciding who the intended audience is because we'll obviously have to base our choice of music on this.

Jack: Classical concerts are held all the time, but I'd really like to do something different and make it special. What do you think about holding it outside?

Amy: I like the idea but the weather is too unpredictable. What if we host the concert for children? We could make it more light-hearted and everyone could dress up in costume.

Jack: What a wonderful idea! We could host the event every afternoon so that children can attend after school. How much do you think we should charge?

Amy: I don't think we should charge more than \$5 for the student tickets.

Jack: No, I think the four dollars will be a fair price. We can charge adults a little bit more. I'd say that six dollars fifty is suitable.

Amy: Okay, great that should hopefully cover the costs of running the event the local press will be in attendance to take photographs to print a newspaper. So, we'll also need to organize a press tent.

Jack: It's all so exciting. There'll also be a representative from the local radio station broadcasting live. They're predicting is that over a thousand people will tune in to listen.

Amy: Now that we're agreed. Let's move on to discuss our other more sophisticated concert where we'll be hosting a number of well-known opera performers.

Jack: As the majority of people will be at work during the day. I suggest that the concert takes place in the late afternoon or evening, which do you think?

Amy: I think we should definitely hold an evening concert, the darkness will make the entire performance more dramatic.

Jack: Yes, that will be fantastic. Let's host the event on Friday when everyone can wind down after finishing a week of work. It'll be a lovely start to the weekend.

Amy: As it will be a lavish and elegant event. I think we should set quite a high entrance fee of around 40 dollars. It'll give us some extra money to spend on decorations.

Jack: That sounds fair instead of using chandeliers and electric lights. We should decorate the Marquee with candles instead. It would be so romantic.

Amy: Okay, perfect.

Amy: Now moving on to the concert where we showcase talented opera singers from the local area. Perhaps we should host this opera show on Monday evening.

Jack: I think that the venue is already booked on Monday, but Tuesday will do nicely. How much do you think we should charge the audience for tickets?

Amy: Since the performers are not professionals. Perhaps we should make this a free event.

Jack: Yes, tickets will be free, but we should ask everyone for a donation so that we can cover the cost of the venue and food and drink.

Amy: You didn't think the venue also comes complete with a piano. So hopefully one of the performers will be able to play. I had lessons when I was younger, but I'm not accomplished enough to perform in front of an audience.

Jack: Well, what if we make our final concert a karaoke night where everyone of any ability can sing on stage? It could be really good fun and it would give everyone the opportunity to join in.

Amy: Yes. I love that idea. Let's hold it during the day on Saturday so that everyone including families and the elderly can attend.

Jack: Perhaps we should offer concessions for students', children and the elderly to make the tickets more affordable and encourage everyone to come.

Amy: Yes. Definitely. I think that the majority of the crowd will be composed of families and friendship groups. So we should avoid giving a group discount to maximize the income from ticket sales.

Jack: Let's arrange a secret surprise to end the show on a high for everyone, how about a band performance?

Amy: One of my friends happens to know a famous singer who I'm sure would be happy to perform for a small fee.

Jack: Oh, wow. That sounds brilliant. Well, I think we've addressed the details for all of the concerts.

Amy: Thank you so much for helping. See you later.

Conversation 13

A woman phoning to complain about the items she ordered last week.

Receptionist: Hello, you are through to the complaints department at Clifton antiques. Before we begin, I'll just need to take a few details from you. Is that okay?

Anna: Yes, of course. No problem.

Receptionist: Okay. Can I please have your full name?

Anna: My name is Anna Lumley.

Receptionist: That's Anna L-u-m-l-e-y, right?

The name is Anna Lumley. So, Lumley has been written in the space.

Receptionist: Hello, you are through to the complaints department at Clifton antiques. Before we begin, I'll just need to take a few details from you. Is that okay?

Anna: Yes, of course. No problem.

Receptionist: Okay. Can I please have your full name?

Anna: My name is Anna Lumley. That's Anna L-u-m-l-e-y

Receptionist: Right and could you give me a contact number which we can use to reach you during the week?

Anna: My mobile phone number is 077876345.

Receptionist: Okay, great. How can I help you today Anna?

Anna: I ordered a large number of items from you last week on the 20th of February and was expecting them to be delivered on the 27th. However, only half of the shipment has arrived. I just want to make sure that they haven't been lost in transit.

Receptionist: Right, okay. I'm sorry for the inconvenience. Let me track the parcel and see if I can find out when you should expect to receive the rest of your items. What did you list as the delivery address?

Anna: I arranged for the parcel to be delivered from your Warehouse on our Ardal Road to my work address at 235 Akandale Road.

Receptionist: What was it, sorry?

Anna: 235 Akandale road. A-K-A-N-D-A-L-E.

Receptionist: East sea?

Anna: Yes, East Sea.

Receptionist: Right. Okay. I found your parcel here on our system. I can see that you've received your shipment. However, nothing is mentioned about the missing items. I would advise that you wait for two days. And if the other items don't arrive then. It may be necessary for you to claim insurance coverage for the value of the items. How much are the missing items worth?

Anna: They cost me thirty-four thousand five hundred dollars.

Receptionist: Well, the insurance company will cover you for 10 percent of the value. So, you could claim 3450 from them. Just fill in the form on our website. And when the loss is confirmed, you'll receive the money within one week. We will refund the rest of the money to you within a month. So, you won't suffer a financial loss.

Anna: That sounds fine.

Receptionist: I'll just need to take a list of the missing items from you so we can check it against our records. Is that okay?

Anna: Sure, no problem. Unfortunately, a lot of the items are one of a kind and therefore irreplaceable there were small items such as lamps and chairs that aren't very valuable. However, there was a large item of antique furniture and a bag for the first edition books which were among the first ever to be printed on a press, right?

Receptionist: Okay. Is there anything else?

Anna: Yes. I also purchased a Victorian rocking horse for my daughter. Some large oil paintings originating from the Edward period and a few decorative fruit bowls.

Receptionist: Right. Okay. I've taken a list of your missing items. So, I'll phone the warehouse to see if any of them are lying around.

Anna: Ah, I almost forgot they were a couple of other pieces that I've spotted on your website and would like to order. Can I do that now?

Receptionist: Of course, no problem. Can you give me a description of the items that you're looking to purchase?

Anna: It was a gold clock and a golden framed vintage mirror.

Receptionist: Okay, perfect. I'll charge the items to the payment card that you used before and they should be delivered to you within the next week. Is there anything else that I can do for you today?

Anna: Yes, two the item that I received in the shipment are damaged. So, I need to make a claim for a partial refund.

Receptionist: Oh, I'm sorry to hear that. I need to take down a few details of the actual damage over the phone before you put in a full report. Can you

tell me which pieces are damaged?

Anna: A draw is missing from the antique Mahogany desk. And there was also a dent on one of the corners. So it's unusable.

Receptionist: I see any idea of the price of repairing it?

Anna: No. Well, I don't think it can be repaired I will need a new one.

Receptionist: Okay, I'll make a note of that and we'll see what we can do. Anything else?

Anna: I also purchased a set of dining chairs with navy leather padding. However, the colour is faded. I'm one of the legs has completely split down the middle.

Receptionist: Okay, are there any other damaged pieces?

Anna: Yes, I purchased a set of Chinese Crockery to furnish my dining room table. However, when I open the box, I found that a cup was missing and that plates had smashed, four actually.

Receptionist: Is that all of the items?

Anna: Yes, I think that's all.

Receptionist: Right. I'll calculate the value of the damaged items and will issue you a refund. Okay?

Anna: Thank you so much for your help.

Receptionist: No problem at all. It was my pleasure. Goodbye.

Conversation 14

A conversation between a Tax office Employee and a resident.

Tax office employee: Good morning, Tax Office. How can I help you?

Woman: I'd like to apply for a tax file number.

Tax office employee: Are you a citizen?

Woman: No, but I'm told I still need a number.

Tax office employee: So, what is your residency status? Are you a permanent migrant or perhaps a temporary visitor?

Woman: Oh...I'm...I'm a permanent migrant.

Tax office employee: And you need a TFN?

Woman: A what?

Tax office employee: A TFN—it stands for Tax File Number.

Woman: Yes, what is that exactly?

Tax office employee: It's a unique number we issue to individuals and organisations to help administer tax collection and other government systems.

Woman: Why do I need one?

Tax office employee: In actual fact, you don't.

Woman: What do you mean?

Tax office employee: It's not compulsory, you know.

Woman: But...I should get one?

Tax office employee: Well, it's a good idea, otherwise you'll have more tax withheld from your wages or salary—in fact, you won't be eligible to participate in the PAYE (that's 'pay-as-you-earn') system and you couldn't apply for income support or other benefits. You wouldn't have to pay the Medicare levy but then you wouldn't be entitled to claim Medicare benefits either.

Woman: I'd better have one then.

Tax office employee: Okay. So, you're currently living in this country, right?

Woman: Yes.

Tax office employee: What kind of visa do you have: a working visa?

Woman: Well, I did have one because after my student visa expired I went back home and worked for a year before applying for a job here. The

job turned out to be permanent and full time and my employers wanted me to settle here...so now I have a permanent migrant visa.

Tax office employee: Now, once you have a file number you never need to reapply, even if your circumstances change, for example, if you get married or decide to take an English name. They'll even use the same one when you retire and apply for a government pension.

Woman: I see.

Tax office employee: Have you ever had a TFN before?

Woman: No.

Tax office employee: Right...Let's get on with the application process now.

Tax office employee: What is your passport or travel document number?

Woman: Oh, just a moment, I have it here: JGW-double one-double zero-536.

Tax office employee: Where do you come from?

Woman: I came from Greece.

Tax office employee: Is that your country of origin?

Woman: Yes, I came from Greece.

Tax office employee: Are you Greek? Do you have a Greek passport?

Woman: No, I was born in Spain. I have a Spanish passport but I've been living in Greece.

Tax office employee: And where do you live now? Where will the department send your TFN?

Woman: That's 1339 Harbour Drive, Hollywell.

Tax office employee: Postcode?

Woman: 1517.

Tax office employee: Thank you. Now, what's the best way to get in touch with you?

Woman: By phone—you can ring my landline number 09 5577 5076. I'm sorry I haven't got a cell phone at the moment.

Tax office employee: I see...can you give me the details of someone else we could contact if we can't get you during office hours?

Woman: That would be my landlady.

Tax office employee: What's her name?

Woman: Martha Pearce.

Tax office employee: Is that Pierce P-I-E-R-C-E?

Woman: No, it's P-E-A-R-C-E.

Tax office employee: And her number is?

Woman: The same as the one I gave you.

Tax office employee: Yes, I've got that. Now, for some more personal details...What title do you use?

Woman: Excuse me?

Tax office employee: Are you Mrs, Miss or Ms?

Woman: I'm not married. Put me down as Miss.

Tax office employee: All right, what's your surname?

Woman: Farina.

Tax office employee: What's your first name?

Woman: Maria.

Tax office employee: Do you have a second or middle name?

Woman: Well, two actually.

Tax office employee: What are they?

Woman: Rosa Ana.

Tax office employee: I'm guessing Farina is your maiden name, since you haven't been married, but, are you known by any other names?

Woman: Farina is my only surname...but people call me Mary.

Tax office employee: As a first name?

Woman: Yes.

Tax office employee: When were you born Mary? Can you give it to me in the following order - day, month & year.

Woman: The 15th of November 1983.

Tax office employee: You are obviously female. So, that brings me to the last question which I don't really need to ask.

Woman: What's that?

Tax office employee: Your husband's name.

Woman: I don't have one.

Tax office employee: I know, so I'll just write down NA for not applicable.

Woman: Thank you.

Conversation 15

A head Librarian and a volunteer.

Head Librarian: Good morning, you would like to volunteer for the children's section. Is that right?

Tessa: Yes, I spoke to you on the phone yesterday.

Head Librarian: That's right, Tessa isn't it?

Tessa: Yes, Tessa Bridges

Head Librarian: Thank you for coming in today, Tessa. Before we discuss what a volunteer does in the library, I'll need to get some details from you.

Tessa: No problem—what would you like to know?

Head Librarian: Where do you live, Tessa?

Tessa: I still live with my family in Northwood, 51 Matthew Drive.

Head Librarian: M-A-T-H-E-W? Matthew Drive?

Tessa: Actually, there are two Ts: M-A-DOUBLE T-H-E-W.

Head Librarian: Oh, thank you. And the postcode for Northwood is...?

Tessa: Oh, I'm still confused about that. It used to be 2614—which of course I still remember—but the post office has recently changed it to...4126.

Head Librarian: So, 4126. Now, you're a university student, aren't you?

Tessa: Not exactly. I go to Northwood Polytechnic. I'm in my final year.

Head Librarian: In your final year...so what are you studying—I mean your main subject?

Tessa: Oh, I'm majoring in Creative Writing.

Head Librarian: And are you enjoying that?

Tessa: Very much so. I love it. When I graduate I want to write children's books.

Head Librarian: That's great. Now, I can see why you're keen to volunteer at the library. We're always grateful for the extra help but I still have to ask you some more questions—about your previous experience.

Tessa: That's fine, but I haven't had a full-time paid job yet.

Head Librarian: Not to worry—part-time work or voluntary work gives you the experience most employers are looking for.

Tessa: Well, to start with, when I was 16, I had a babysitting job.

Head Librarian: And who did you work for?

Tessa: Oh, just family friends.

Head Librarian: How long did you babysit for family friends?

Tessa: Oh, about 2 years—on and off.

Head Librarian: After those two years were up, what did you do then?

Tessa: Well, I was still working as a babysitter on the occasional evening and weekend, when I became a peer tutor at school. I did that for one year—my last year at Senior High.

Head Librarian: And what does being a peer tutor involve?

Tessa: Mostly it means staying behind after school one or two afternoons a week to help fellow students in the subject that they're having difficulty with.

Head Librarian: And what subject did you tutor in?

Tessa: English, actually.

Head Librarian: I see...do you have any other experience?

Tessa: I worked at the Ace Sports Academy as a tennis coach but that was only for about 12 weeks over the summer before I enrolled at the Polytechnic.

Head Librarian: So, you're good at sports?

Tessa: Not everything, just tennis.

Head Librarian: And are you currently working?

Tessa: Yes, well, unpaid work, that is. I'm a volunteer at the local hospital where I visit sick children who would otherwise not have any visitors.

Head Librarian: Well, it certainly seems as if you like children.

Tessa: Yes, I do.

Head Librarian: Well, Tessa, what I need to know now is what your schedule is like so that we can fit you into the roster here. Can I assume that you're not able to work Monday to Friday during office hours?

Tessa: Right. I'm very busy with lectures, workshops and assignments during the week.

Head Librarian: How about weeknights? Say five to seven in the evening? That's a very busy time in the Children's Section.

Tessa: Well, I couldn't commit to more than three evenings a week and even then it would depend on my schedule.

Head Librarian: Yes, I understand. If possible, we could make arrangements a week in advance, would that help?

Tessa: Yes. That might work.

Head Librarian: Are weekends okay?

Tessa: Well, Sundays are out...actually, only every other Sunday, because that's when I'm usually needed at the hospital. But I'm free on Saturday afternoons.

Head Librarian: All right, we could roster you for the odd weekend then. What about school holidays?

Tessa: Definitely, no problem whatsoever. I don't have any other commitments during the holidays.

Head Librarian: That's good to hear. We have droves of children here on the holidays as you can imagine. Thank you. Well, Tessa, we'll send you a letter of appointment in the mail and we look forward to having you join us as a volunteer.

Tessa: Thanks very much.

Head Librarian: Now, as for your duties...

Conversation 16

A conversation between a Hotel Receptionist and a customer.

Kelvin Jones: Good afternoon. My name is Kelvin Jones—I booked by Internet yesterday.

Hotel Receptionist: Hotel Good afternoon, Mr Jones. Welcome to the Armitage Hotel. Can you spell your first name for me please?

Kelvin Jones: Certainly. K-E-L-V-I-N.

Hotel Receptionist: Thank you. Do you have your booking number or perhaps you printed out your confirmation?

Kelvin Jones: Yes, of course. I don't have the printout but I did remember to note down the number. It's double 0 L2381420.

Hotel Receptionist: Thanks. 00L-238-1420. Oh, I see you've stayed with us before.

Kelvin Jones: Yes, on several occasions.

Hotel Receptionist: And do you still have the same vehicle registration number? HQW 5919?

Kelvin Jones: Well no, this time I have the company car.

Hotel Receptionist: And what is the registration number?

Kelvin Jones: Oh dear, I can't remember. Hang on a minute, here it is on the key ring: HUV triple 3 one.

Hotel Receptionist: Thanks. HUV 3331. Now, today's the 21st of May and I see you've booked a deluxe room on the fifth floor, room 501.

Kelvin Jones: Really? I booked a deluxe room? I usually only ever have a standard double room.

Hotel Receptionist: It's the off-season, Mr Jones and we've upgraded you.

Kelvin Jones: How nice! And what does the deluxe room have? Is it as good as a suite?

Hotel Receptionist: Almost—it has all the usual plus a spa bath, fully-stocked bar fridge, a king-size bed and a balcony.

Kelvin Jones: Is there a view from the balcony?

Hotel Receptionist: Yes.

Kelvin Jones: Is that a view of the bay?

Hotel Receptionist: Yes, and a glimpse of the blue lagoon as well.

Kelvin Jones: Very nice—I hope it'll be warm enough to sit out there.

Hotel Receptionist: We can't guarantee the weather, Mr Jones, although we do try to make your stay as comfortable as possible.

Kelvin Jones: Thank you. Now that you mention comfort, is it possible to have some extra pillows, please? I have a sore shoulder, you see, and I need to prop it up at night or I don't get any sleep.

Hotel Receptionist: Well, you'll find pillows on the bed of course and we can send up a couple more later.

Kelvin Jones: Well, I'd appreciate that.

Hotel Receptionist: One more thing—you paid by credit card over the Internet—can I see your credit card please?

Kelvin Jones: Oh, of course.

Hotel Receptionist: And some photo ID?

Kelvin Jones: What would you like? Driver's licence?

Hotel Receptionist: Yes, that's fine. You're staying for five days, is that right?

Kelvin Jones: That was the original plan, yes. But the conference has been cut short by two days because the keynote speaker is ill, so I'll be going home on Wednesday.

Hotel Receptionist: So, that's just three nights in all.

Kelvin Jones: Afraid so.

Hotel Receptionist: Is there anything else I can help you with?

Kelvin Jones: Actually, there is. The conference is in a building called Chancery Chambers but I don't have any idea how to get there.

Hotel Receptionist: Oh, that's the funny-shaped building on the corner of King and Richard streets. it's quite straightforward really and only a few minutes' walk. Look, I'll show you on this map.

Kelvin Jones: Good. A map—I like to follow a map if possible.

Hotel Receptionist: Right, well, step out the front entrance of the hotel and you're on Hobb Street. Head south on Hobb Street toward Gorse Lane and take the second on the left onto Vickers Street West. Go all the way down the hill past the Mexican café on your left, the Rebel Hostel on your right and the big church on the corner of Allen Street.

Kelvin Jones: Oh, I think I know the one. It has a huge steeple.

Hotel Receptionist: Yes, you're right. When you get to the bottom of the hill, you'll have to cross over the main street.

Kelvin Jones: What's the name of the main street?

Hotel Receptionist: Mill Street.

Kelvin Jones: Mill Street, ah yes, there it is.

Hotel Receptionist: Cross the main street and continue onto Vickers Street East. There's a big bank next to a bookshop on the corner. Go up the hill towards the entrance to the park...

Kelvin Jones: I've heard it's very beautiful.

Hotel Receptionist: Oh, yes, well worth a look when you've got some free time. Anyway, don't go in the park—turn left into Kitchen Street—you'll walk past Bowen's Bistro. Actually, probably the best place to get a good lunch at a reasonable price. After Bowen's take the second left into Baker's Lane—it's a very short street—then take the first on your left onto King Street and you should see the art-deco Chancery Chambers building a bit further along on the corner of Richard Street.

Kelvin Jones: Oh, thank you for that. I'm most grateful.

Conversation 17

Bob: Hi Julia.

Julia: Hi Bob. Thought about the science project yet?

Bob: Which one? The presentations are scheduled for next month!

Julia: The experiment that you and I are working on—to demonstrate density, buoyancy and the compression of gases.

Bob: That'll be complicated.

Julia: Well, it's not supposed to be. It'll be part of the 'Making Science Simple' series that's being showcased next year. And we have to be ready to demonstrate by the end of next week.

Bob: Oh, well, ...simple...you say.

Julia: Yes, not just the concept but the materials too. We have to use cheap, readily available, common items—expensive lab equipment is out of the question!

Bob: I remember something about using recycled or throw-away items if possible...Anything portable that we can bring into the lab.

Julia: That's right.

Bob: Well, any ideas for the project?

Julia: What about the classic Cartesian diver?

Bob: Is that the same as a Cartesian devil? The invention named after the famous French physicist—Rene Descartes?

Julia: Yes, a long time ago superstitious people labelled it that because they couldn't comprehend the scientific principles it demonstrated; they thought it was black magic.

Bob: How shall we do it?

Julia: By keeping it as simple, transparent and economical as possible.

Bob: So, to start with...?

Julia: Open your pencil case and let's have a look. Mmm, you haven't got any...

Bob: Any what?

Julia: Paper clips.

Bob: Oh, there are lots of them in the bottom of my bag. They slip off my papers and collect in the bottom. Look, here's half a dozen.

Julia: But they're all big metal ones—I want little ones—small, vinyl-covered multi-coloured ones.

Bob: Oh, I've got one or two of them too.

Julia: Great. And...if we look around, especially on the floor, we're bound to find a few more. See? Here.

Bob: What else do we need?

Julia: A small rubber band.

Bob: Well, I've got one of those in my pocket.

Julia: No, not that kind. Let's go and ask Tara.

Bob: Why?

Julia: Those really small coloured bands for making pony tails are ideal.

Bob: Hey, Tara?

Tara: Yes?

Julia: Have you got any spare rubber bands like the ones you fasten your hair with?

Tara: Oh, heaps, a whole packet full—help yourselves.

Bob: Terrific....So far it hasn't cost us anything. What now?

Julia: Let's go and rummage through the recycling bins beside Joe's Mini-market.

Bob: What for?

Julia: We want a 2-litre plastic soft drink bottle with lid.

Bob: Hey, I draw the line at sorting through other people's rubbish and we're also not likely to find one with a lid.

Julia: Well, go into the store and buy 2 litres of soft drink.

Bob: what flavour?

Julia: It doesn't matter what kind of drink. You just make sure it comes in clear PET

Bob: Where are you going?

Julia: To the cafeteria behind the Resource Centre.

Bob: What for?

Julia: I'm after some straws.

Bob: I can get them from the shop when I buy the drink.

Julia: No, I've seen theirs. They're the waxed paper ones. We need dear plastic and I know they've got them in the cafeteria. I'll also see if I can get a tall plastic cup from there.

Bob: Good luck. Meet you back here in 5 minutes.

Julia: Maybe longer because I want to go over to my locker and get a wire coat hanger.

Bob: Right, have we got everything now?

Julia: I think so, I have got extras of most things. So, don't worry if this doesn't work first time

Bob: Okay. Assembly. Step 1.

Julia: Take a straw and fold it in two. No, not like that—these plastic ones are quite hard to fold—try pinching it in the middle—that should make it easier to bend. You may even have to bite it but not too hard—you want a sharp crease but you don't want to break it.

Bob: How's this?

Julia: Good; now, second step. Wrap a rubber band several times around the ends to hold them together.

Bob: Then?

Julia: Add weight to the diver.

Bob: So, this straw is the diver?

Julia: Yes. See how I'm pulling the outside end of a paperclip out a bit? Now, hook the part I bent out into the rubber band that's holding the straw together. No, not that way—it'll fall off. That's right, turn it over. Now, hook two or three more paper clips on. It's hard to say how many we'll need. The idea is to get the diver to be almost all the way submerged, but not quite. We can put it in this tall cup of water to test it.

Bob: Mmm...What do you think? Too buoyant? Add another paper clip?

Julia: I think so. Okay, onto the next step. Have you got the empty bottle?

Bob: Not quite.

Julia: What do you mean?

Bob: Well, it's not quite empty.

Julia: Pour some into this cup for later. Good. Now fill the bottle with water all the way to the top and we'll gently lower the diver in. Great—now put the cap back on.

Bob: And then?

Julia: The final step is the demonstration of our experiment—you will see that when I squeeze the bottle, the diver...sinks and when I let it go, the diver...rises.

Bob: When you squeeze, the air bubble trapped in the straw compresses and the water rushes in making it heavier so it sinks. And the reverse happens when you release the bottle. What's the coat hanger for?

Julia: Oh, that? If our experiment didn't work the first time and our diver stayed on the bottom, we'd have had to fish it out with a piece of wire or a

hook of some kind. It's best to be prepared.

Conservation 18

A conversation between an insurance agent and a customer.

Insurance Agent: Good morning. Tauber Insurance Company. How can I help you?

Female Client: Good morning. I want to alter my insurance policy.

Insurance Agent: Is that for your house, contents, or vehicle?

Female Client: My vehicle.

Insurance Agent: Can you give me the number of the policy please?

Female Client: Certainly, I have it here in front of me. It's ZQW5009.

Insurance Agent: And what make and model of car is it?

Female Client: It's a Masda...a Masda Marvel.

Insurance Agent: And what's the cc rating?

Female Client: Sorry? What do you mean?

Insurance Agent: How big is the engine? Is it 1500 or 1800 cc, for example?

Female Client: Oh that...it's actually much bigger than that. It's 2500 cc.

Insurance Agent: Thank you. Now I just have to ask you a few questions to verify your identity. What name is the policy under?

Female Client: Heathcote.

Insurance Agent: Let me just bring that up on the computer. Yes, can I just confirm your first name, please?

Female Client: Well, my first name is Lisa but I'm known by my middle name—Marie.

Insurance Agent: Right. I see both here, but Lisa is the one I want for ID purposes. And your date of birth, Lisa?...I mean, Marie.

Female Client: The twenty-second of August, 1955.

Insurance Agent: Correct. Just one more question before we get started—can you remember the password on this policy?

Female Client: Oh, dear. I didn't know I had a password on it.

Insurance Agent: Everyone has a password. Would you like to take a guess?

Female Client: Possibly it's my mother's name...

Insurance Agent: And what would that be?

Female Client: Sophia.

Insurance Agent: Sorry, guess again.

Female Client: Alright...Oh, I remember now, it's my grandfather's name, Jack.

Insurance Agent: Yes, followed by some numbers...

Female Client: 1897—right?

Insurance Agent: Correct Now we can get down to business. What exactly do you want to change?

Female Client: Well, a couple of things. Firstly, I think it's overvalued at the moment. Can we reduce the value by \$5,000.

Insurance Agent: You mean, bring it down to \$15,000?

Female Client: Yes, I'm sure it's lost quite a bit of value over the past year.

Insurance Agent: Done. Now, what's the other thing?

Female Client: Well, I want to add the name of another driver to my insurance policy.

Insurance Agent: Who is it?

Female Client: His name is Samuel Michaels.

Insurance Agent: He doesn't have the same family name as you?

Female Client: No, he doesn't. Is that a problem?

Insurance Agent: No, it shouldn't be, as long as he's over the age of 25, but we find it easier to get approval for family members.

Female Client: Oh, he is family...he's married to my daughter. He's my son-in-law. And he's 28 in fact.

Insurance Agent: Good — and what would he be using the car for? Would it be business or social purposes?

Female Client: Not really...you see, I've injured my right arm and I'm having difficulty driving (it's not an automatic—I have to use the gear stick) and Sam, that is Samuel, offered to drive me to my appointments and so on. He's a good driver and I feel safe with him but I'd like to know that the car is still insured with him behind the wheel.

Insurance Agent: So that would be...family reasons, then?

Female Client: Yes, I think so. Will my premium go up?

Insurance Agent: No—as long as you can provide us with a photocopy of his driver's licence—a true copy—you know what I mean—you'll have to get someone from the Department of Transport to sign it saying that he's seen the original document.

Female Client: I think we can manage that without any difficulty.

Insurance Agent: Oh, and while he's at the Department, he should ask them for a record of any driving offences, demerit points, that kind of thing, only for the last five years though. We're not interested in anything beyond that but it's important that he has a clean record for the five previous years.

Female Client: Oh, I'm sure that won't be a problem. Is there anything else you need?

Insurance Agent: Just the date for when you'd like this to take effect.

Female Client: Today, if that's possible.

Insurance Agent: Yes, we can issue temporary cover from today's date but full cover won't apply until we've received the paperwork and it's been approved.

Female Client: What exactly is temporary ?

Insurance Agent: He'll be covered for two full weeks but it will lapse after that time if there's any problem with his credentials.

Conversation 19

Agent: Ah, good morning, Mr Rich, isn't it?

BusinessMan: That's right; Raymond Rich of ICT' Industries.

Agent: ICT Industries. Just a moment while I put that on the form. Now, you're looking for new office space, is that right?

BusinessMan: Yes, our present lease is due to expire soon and as the company is expanding anyway we need to find somewhere to move to

Agent: Do you prefer the suburbs, the city or a commercial zone on the outskirts?

BusinessMan: Well, currently we're in a very pleasant suburb but as I said we've outgrown that building. As we've got to move anyway. I think the city centre is where we want to be—right in the heart of things.

Agent: I see, anywhere in particular?

BusinessMan: Yes, somewhere in the vicinity of the main transport centre because I have a large staff and car-parking in the city is terribly expensive. I think it would be a good idea if we didn't use our cars at all.

Agent: Exactly what size premises are you looking for?

BusinessMan: Good question. Something more than the 10,000 square metres we have at present should do it.

Agent: Shall we say...12,000 square metres?

BusinessMan: That's probably about right. Yes, I think that would meet our needs.

Agent: Just how many employees do you have to accommodate?

BusinessMan: Forty in all. But only fourteen will have their own offices. The rest will be in open-plan shared offices.

Agent: Oh, I forgot to ask—do any of your employees have extra requirements? Will we need to consider people with disabilities?

BusinessMan: Yes, actually, there is one in a wheelchair who'll need suitable access and another who can walk just a few paces—she uses a mobility scooter, so we'd need to make sure all facilities, especially toilet facilities, were suitable and accessible and we'd also need to be either on the ground floor or to find a secure place by the lifts for Mrs Jackson to park her scooter.

Agent: I'll need to keep that in mind when I come up with property for you to look at. Now, when are you thinking of moving?

BusinessMan: Well, our current lease expires in August so we'd like to have the move completed by then of course.

Agent: Well, there is a very suitable property that I have in mind here in the city but the owners want a lease signed by the end of this month, May.

BusinessMan: Oh, too early I'm afraid. I'd be ready to sign up by the end of June though.

Agent: Shall we say signed up by the 1st of July and moved by the end of that month?

BusinessMan: Definitely

Agent: Well, I'll keep your requirements in mind and let you know when something comes up. Wait a minute... There is vacant office space on the tenth floor of this very building. Would you care to take a look? It has only just become available but I haven't started marketing it yet because it's in need of a bit of a makeover. The floor area is about the right size...

BusinessMan: Good, let's see it then.

Agent: Well, what do you think? Elevator access is great and the lobby area is roomy enough for that disability vehicle you were telling me about.

BusinessMan: Oh, I don't know, there are too many small offices. Would we be able to take out a few of these walls and make bigger work areas?

Agent: I don't see why not—most of them are just partitions—obviously load-bearing walls can't be touched but there aren't many of those to worry about.

BusinessMan: What about kitchen and dining facilities? We like our staff to feel comfortable eating at work—if they go out for lunch, it often leads to extended lunch hours and lost time.

Agent: Come this way—this is the kitchen.

BusinessMan: Oh, it's a bit poky; we'd need to enlarge it somehow. What's behind the wall here?

Agent: That's just a store room. You could take out that wall and expand into that space.

BusinessMan: Then what would we do for a storeroom?

Agent: Ah, well, see that tiny office near the entrance? It has no external windows or natural light—it would make an ideal storeroom.

BusinessMan: Yes, you're right. The whole place is a bit dilapidated—obviously in need of that redecoration you were talking about—and I don't just mean a coat of new paint. I think all the light fittings would have to be modernized, those broken blinds have to be replaced and this old blue carpet

definitely has to go.

Agent: I agree. That's something we can negotiate with the owner. But...overall, do you think it would fit your requirements?

BusinessMan: Well, you haven't given me any indication of what the lease would cost but before we get into that, what are the terms of the lease concerning length of tenancy?

Agent: Well, generally in the city leases are never less than three years.

BusinessMan: Oh? I mean we don't mind signing up for that period of time initially but we don't necessarily want to have to move after that—we've been in our last place for ten years, you know.

Agent: Well, the usual agreement is a three by three by two—that's a contract for three years with entitlement to extension for three years and then another two years after that. But let me speak to the owner first.

BusinessMan: Mmm...and one more thing, we have to consider the time frame—remember my current lease is due to expire in August.

Agent: Well, with reliable contractors, it shouldn't take more than a couple of months to do the necessary refit...

Conversation 20

Thomas: Where have you been Nadia?

Nadia: Browsing in the bookshop.

Thomas: What took you so long? You said you were only going to be away for 5 minutes.

Nadia: I was only gone for a quarter of an hour.

Thomas: Well, it seemed much longer than that. Did you buy anything?

Nadia: I was tempted to get the latest novel by Dan Brown but it's quite heavy and I'd have to carry it around with me. If I could have found a crossword puzzle book, I'd have bought it; but in the end I was attracted to a front-page article in today's issue of the New York Times.

Thomas: Is that all you bought then?

Nadia: Yes. Look, why don't you read the business section while I catch up on the news and then we can swap.

Thomas: I'd rather have the entertainment section.

Nadia: Are you looking for anything in particular?

Thomas: I just thought they might have a review in there of that new play that opened on Broadway yesterday.

Nadia: The drama about that awfully cruel pirate?

Thomas: Oh, I'd forgotten about that, mmm, I wonder how good it is...actually I was thinking of the new comedy...the one about...the physician.

Nadia: Doctor Hunter.

Thomas: That's the one.

Nadia: Well, when I was in the bookshop I overheard a couple talking about it and they said it was fantastic— not in the least bit boring. They especially liked the actor who played the main part—very smooth, apparently.

Thomas: Lots of fun, then?

Nadia: Well, according to those two they thought it was hilarious.

Thomas: Ooh, we'll have to make a point of seeing it when we get back.

Nadia: Definitely.

Thomas: We didn't have time for breakfast and I'm hungry. Do you fancy a coffee and a muffin?

Nadia: Sounds like a good idea.

Thomas: And how will you have your coffee today? Long and black as

usual?

Nadia: I think I might have something different this morning.

Thomas: What? You don't mean a flat white or some other milky one?

Nadia: Oh, I don't know, I want something to perk me up.

Thomas: An espresso? Short and black with sugar?

Nadia: Perfect!

Thomas: Will that be with a chocolate muffin or a berry muffin?

Nadia: I'll try to stay off chocolate—the berry sounds healthier.

Thomas: And I'll have a plain one with butter. Won't be long... Here you are. Mind the coffee, it's really hot.

Nadia: Thank you. I'm really ready for this.

Thomas: Have you thought about what we should see when we get to London?

Nadia: The Tower, of course. I've always wanted to get a look at the Crown Jewels. That is where they keep the jewels, isn't it?

Thomas: I think so. And, what about the Wheel? I hear it's quite extraordinary.

Nadia: I'm not that keen on the wheel. Do you want to ride on it?

Thomas: No way.

Nadia: Well, let's leave it out of the itinerary then.

Thomas: Okay. So, do we do the Tower first?

Nadia: Yes, that's the idea. And then we absolutely have to go to Westminster.

Thomas: Really?

Nadia: Yes. Look, it's not going to cost us anything and I promised my sister I'd take photos there.

Thomas: Well, if you insist.

Nadia: I do. Oh, did you know the British Museum is free to the public? Not just residents but tourists as well.

Thomas: Well, I did know that but I was hoping we wouldn't have to spend time in any museums—we've only got three days in all and it'll take at least one whole day to go through the museum.

Nadia: Well, let's say we leave it till day three and see how you feel then?

Thomas: Okay, I can't argue with that.

Nadia: And Buckingham Palace?

Thomas: I suppose you've promised lots of photos of that as well, have

you?

Nadia: Well, no, not really, but we can't say we've been to London and haven't seen the Queen's palace!

Thomas: I guess not and there's the added benefit that it won't cost anything as well.

Nadia: Oh, Thomas. It's not that I'm afraid of spending money; it's just that I want to see all the traditional sights first.

Thomas: Good. I'm glad that's sorted. Listen, I think they just called our flight.